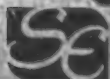
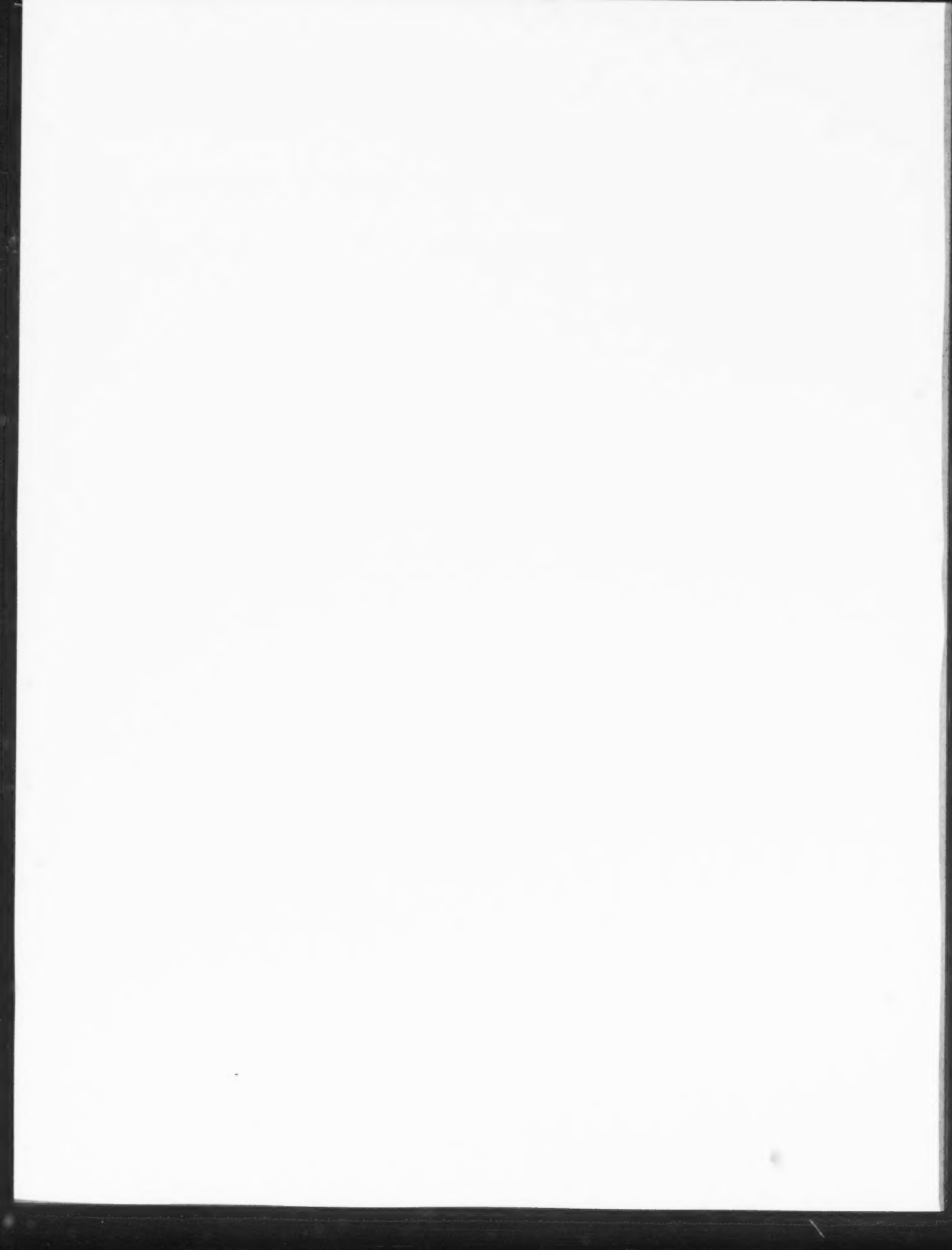


# South Eastman Health/Santé Sud-Est Annual Report to the Community 2010-2011



South Eastman Health  
Santé Sud-Est

Partnering with you  
En partenariat avec vous



## A Message From the Board Chair

The Board of Directors of South Eastman Health is proud of the work of our staff, volunteers, and health profession partners. The dedication of health care workers in South Eastman is demonstrated in many provincial studies and reports that illustrate that the residents of South Eastman are amongst the healthiest people in Manitoba, Canada, and the world. Most amazing of all is that this is accomplished in a region where our population is growing at a rate three times the provincial average and where our Regional Health Authority (RHA) receives the lowest per-capita funding of any RHA in the province.

Fiscal Year 2010-2011 saw Board adoption of a strategic communications plan, a strategic human resources plan and a French Language Services (FLS) plan. The communications plan is focused on improving information flow to residents through expanded use of the internet, through the development of specific program and service information pamphlets, and through increased engagement with citizens by increasing membership in the District Health Advisory Councils (DHAC), and by increasing engagement with rural municipalities, civic leadership, and regional business leaders. The human resources plan is focused on improving recruitment and retention activities as well as focused on evaluating how human resources can best support managers responsible for front line client and patient care. And finally, the FLS plan focuses on enhancing service delivery now, while laying a foundation for ongoing French language services.

On April 1<sup>st</sup> 2011, the Board of Directors for South Eastman Health/Santé Sud-Est Inc. adopted our new five-year Strategic Plan. This new plan is based on evidence gathered in our Community Health Assessment, through consultations with our District Health Advisory Councils (DHAC) and Partners and Professionals Advisory Committee (PPAC), and through other evidence sources such as Manitoba Centre for Health Policy reports, etc. The Board has identified five strategic priorities for the new five-year plan and staff will provide the Board with regular updates regarding how programs and services are addressing these priorities. South Eastman Health/Santé Sud-Est's five strategic priorities are:

- Strengthening regional primary health services,
- Enhancing regional mental health services,
- Fostering greater individual ownership and responsibility for health,
- Addressing the expanding health needs of the region's aging population and
- Achieving more equitable health service delivery across regional populations.

On behalf of the South Eastman Health/Santé Sud-Est Inc. Board of Directors, we look forward to working with our community partners to address these priorities.

*Guy Lévesque, Board Chair*



# It's all about VALUES

**A message from the CEO:** South Eastman Health/Santé Sud-Est Inc. takes pride in holding true to our values. The leadership and commitment of our previous Chief Executive Officer, Monique Vielfaure Mackenzie, inspired the staff of South Eastman Health/Santé Sud-Est Inc. to consistently deliver excellent health programs and services. Residents of South Eastman enjoy some of the best health care in Manitoba and this is a tribute both to sound leadership and to the strength of the social capital that is rooted in our region's strong sense of community, family, faith, and friendship.

South Eastman is Manitoba's fastest growing region. This growth has put tremendous pressure on our region's health, education and social services sectors and has challenged South Eastman Health/Santé Sud-Est Inc. to be creative in our efforts to both maintain our current level of health services while still growing towards the future.

Over the next decade it is anticipated that our population will continue to grow as it has. To address the related and ongoing pressure on our health programs and services, South Eastman Health is working in partnership with communities, our staff, regional family physicians and Manitoba Health to renew our health infrastructure, introduce new programs and services, and to ensure that our existing services are safe, effective, and efficient. The result will be that some of our region's health programs and services will grow, some will stay the same and some will change. Change is essential to ensure that we continue to meet the highest standards of patient safety while maintaining the broadest access to service possible. South Eastman Health/Santé Sud-Est's pledge is to work with our stakeholders to sustain services where we can, improve services when it's possible, and create new programs and services when the evidence supports them. As Dr. Suess put it...

*Think left and think right and think low and think high.  
Oh the things you can think up if only you try!"*



*John Stinson, CEO*

## INTEGRITY

Our commitment to being transparent and honest with our staff, our partners, and the communities and people that we serve.

## SHARED VISION

Working with our staff, partners, and community to ensure that a clear understanding of this vision informs all of our planning and work.

## COLLABORATION

Our commitment to teamwork, consultation and two-way communication with our partners and regional communities in order to deliver services in the most effective manner while respecting the different needs and priorities of those with whom we work.

## RESPECT

Recognizing the value, equality, resourcefulness and resilience of individuals including staff, volunteers, patients and community members; and committed to responding with empathy, compassion and respect for community diversity.

## PATIENT SAFETY and SERVICE EXCELLENCE

Encouraging all parts of the regional health delivery system to seek creative and innovative solutions to deliver safe, integrated and quality health services while maintaining willingness to change and openness to continuous learning and improvement.

## PERFORMANCE ACCOUNTABILITY

Providing a safe, responsive and sustainable health care environment through responsible governance and management practices, prudent stewardship of resources throughout the organization, transparency and good communication, and by demonstrating integrity and ethics in the interactions of the total organization.



It's all about

## SHARED VISION

Working with our staff, partners and community to achieve wellness and the best possible health for all.

The RHA Board of Directors sets the overall policy direction and priorities, monitors operational performance and advocates for the organization within South Eastman and the larger community. The Chief Executive Officer is accountable to the Board for the efficient and effective management and delivery of health services within the region. The CEO works with the Executive Management Committee, the Regional Management Team and staff to reach the Board's goals.

We face a change in direction now, following the resignation of long-time CEO Monique Vielfaure Mackenzie, which she announced late in the fiscal year. The Board promptly took on the challenge of recruiting a new CEO. In June 2011 the Board appointed John Stinson, VP of Acute Care and Corporate Services, as new Chief Executive Officer. John will further influence our service delivery with his engaging leadership style and his innovative, progressive vision for the RHA in the months and years to come as we build on our foundation to achieve wellness and the best possible health for all residents of south eastern Manitoba.

2010-2011 marks the end of a strategic planning period. The Board worked diligently at developing our next Strategic Plan for 2011-2016. In the final year of the Plan, frontline staff and management have focused on six of the 12 strategic priorities:

- Population Growth
- Acute Care
- Long Term Care
- Primary Health Care
- Human Resources
- Quality

Open Board meetings are held on the fourth Thursday of every month except July, October and December. Local media attends. Board meeting minutes are available to the public on [sehealth.mb.ca](http://sehealth.mb.ca)



### 2010-2011 Board Members

Aurèle Boisvert, Chair\*  
Anita Funk  
George Sawatzky, Secretary-Treasurer  
Claude Lemoine  
Christiane Neufeld  
Chris Summerville, Vice-Chair\*  
Leo Van Den Bussche  
Line Leclerc  
Suzanne Ritchot  
Suzanne Sarrasin  
Paul Campbell  
Jean Balcaen  
Ron Mihaychuk  
Ernie Wehrle (Resigned May 2010)

\*Term ending March 2011

It's all about

## COLLABORATION

Our commitment to teamwork, consultation and two-way communication to deliver services that meet needs.

The RHA has one District Health Advisory Council for each planning district: Western, Northern, Central and Southern. The Board provides the councils with questions related to topics of interest and the Community Facilitator leads discussions, gathers feedback and collaboratively writes a report in response to these questions for the Board to review. The Board then takes this advice under consideration, implements where possible and reports back to the Councils on actions taken.

In May 2010 these groups were asked to discuss two questions:

1. What information did communities want or need from the RHA?
2. What were the methods that the community found effective methods for communications?

In the Fall of 2010, a second set of questions were put to these groups. The discussions focused on :

1. the use of regional emergency services, and
2. The concepts of an urgent care model.

The Board also consulted with various community groups including:

- Bethesda Wellness Inc. related to development of a crisis stabilization unit
- Bethesda Foundation on funding for expansion of the Emergency Department
- Ste-Anne Parish related to the construction project for the new Hôpital Ste-Anne Hospital Surgical Suite
- Niverville Heritage Holdings Inc. regarding a personal care home (PCH) development and the relocation of the St. Adolphe PCH
- Manitoba eHealth to implement a voice over internet protocol (VoIP) within South Eastman Health



**Providers & Partners Advisory Committee**

**District Health Advisory Councils (DHAC)** provide advice and feedback to the Board on relevant questions. They help the Board communicate its policies and activities to their communities. DHACs may initiate local projects to inform the community and promote health.

**Providers & Partners Advisory Committee (PPAC)** facilitates communication between the Board and health care providers. The PPAC discusses questions submitted to the DHACs, identifies needs and provides advice to the RHA Board regarding health care provider opinions relevant to decision-making and planning.

**Medical Advisory Committee (MAC)** consists of the VP of Medical Services, a chief of staff from each acute care facility, a midwife, a surgeon, and the VP of Acute Care & Planning. MAC provides advice to the Board on medical matters, policies, rules, procedures, codes of conduct, and recommends physician appointments and privileges.

**Mental Health Advisory Committee** provides advice and feedback to management from the perspective of mental health consumers, family members and other support persons. The Committee has provided astute advice related to the regional mental health strategic priority and has participated in the development of the Provincial Mental Health Strategic Plan. These two plans are the cornerstone that demonstrates that consumer input is valued and essential in planning and service delivery.

## It's all about **RESPECT**

Recognizing the value, equality, resourcefulness and resilience of individuals.

---

As South Eastman continues to be affected by the most rapid population growth in the province, a 27% increase since 1999, our population is also aging with the leading edge of the baby boom generation turning 65 in 2011. We have strong roots in both Mennonite and Francophone culture, and South Eastman Health/Santé Sud-Est Inc. is a designated bilingual RHA. We boast citizens from over 40 different cultures, including Métis and Aboriginal. Our region is Manitoba's most popular destination for new immigrants and Steinbach now has the second largest Filipino population in Manitoba.

Such dramatic growth and diversity has a direct impact on service delivery and the resources required to address those volumes. Health care funding has not kept pace. In 2010-2011 South Eastman Health/Santé Sud-Est's per capita funding further decreased to 44.7% of the provincial average and 65.8% of the rural & northern average.

In addition to the funding received by Manitoba Health we also appreciate the generous support of a number of local foundations and auxiliaries. These partners contribute time and effort towards fundraising to support our facilities, equipment, programs, educational bursaries and other initiatives. There are also a number of community groups that contribute specific services to complete the health services spectrum and provide essential input to health and community planning. We are grateful for collaborative work. This work highlights community commitment to partnering with South Eastman Health/Santé Sud-Est Inc. to achieve wellness and the best possible health for residents of the region.



It is only with the dedication of all our employees, that the RHA can meet the challenges of health service delivery in Manitoba's fastest growing region.  
*Hats off to our employees!*

# It's all about PATIENT SAFETY & SERVICE EXCELLENCE

Working with our staff, partners and community to achieve wellness  
& the best possible health for our community.

## FRENCH LANGUAGE SERVICES

As a designated bilingual RHA, South Eastman Health/Santé Sud-Est Inc. strives to offer health services in both official languages.

The South Eastman Health Regional French Language Services Committee (FLS Committee), in collaboration with the Regional Round Table (*Table de concertation Sud-Est*), the *Conseil communauté en santé* and the Francophone Affairs Secretariat developed the South Eastman Health FLS Strategic Action Plan for 2011-2016. This plan outlines the means by which the RHA will ensure that health services in South Eastman are offered and accessible in both official languages. The overall objective of this new plan is to embrace current active offer assets and to build a foundation to ensure we can thrive as a bilingual organization into the future.

## LONG TERM CARE

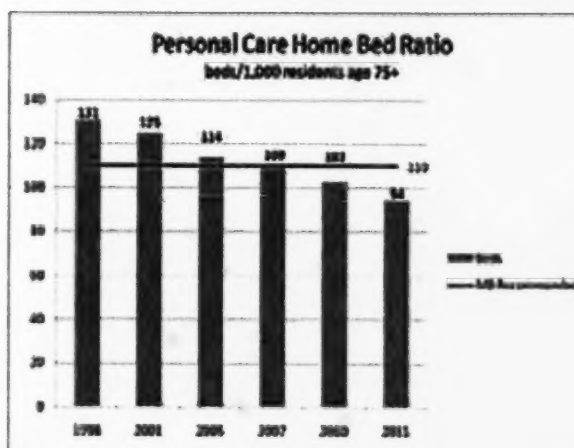
The so-called silver tsunami is upon us—the baby boomers are reaching retirement age and the consequences of that include increased pressure on long term care. South Eastman Health/Santé Sud-Est has been studying the Long Term Care Program for opportunities to address the increasing needs of the aging population. The region has 334 personal care home beds in seven facilities. This number has not changed since 1997.

Long term care contract sites are actively engaged with the RHA in how to meet future needs for not only individuals requiring personal care home beds but also supportive housing and assisted living arrangements.

**Menno Home for the Aged** opened an additional 12 bed supportive housing unit in 2010 and the **Haven-Group Inc. (Rest Haven Nursing Home)** has been exploring expansion plans.



South Eastman Health/Santé Sud-Est completed a long term care report with several recommendations. These recommendations have action plans and working groups assigned to follow up on the recommendations. The report is available on [sehealth.mb.ca](http://sehealth.mb.ca) or by calling 424-5880.



The **St. Adolphe Nursing Home**, now under the umbrella of **Niverville Heritage Holdings Inc.**, has submitted a proposal to Manitoba Health for the construction of a new 80 bed personal care home in Niverville. Finally, the **Villa Youville Inc.** has been given approval to demolish the old, unused personal care home site and build a 24 suite supportive housing complex in its place.



It's all about

## PATIENT SAFETY & SERVICE EXCELLENCE

Working with our staff, partners and community to achieve wellness & the best possible health for our community.

### QUALITY/ACCREDITATION

In March 2011 Accreditation Canada assessed how well South Eastman Health/Santé Sud-Est was meeting national standards. We have achieved accreditation (for the next 3 years) with an 86% compliance rate across the board. This means that in over 2000 individual standards, we meet or exceed expectations or norms in over 1800 of them.

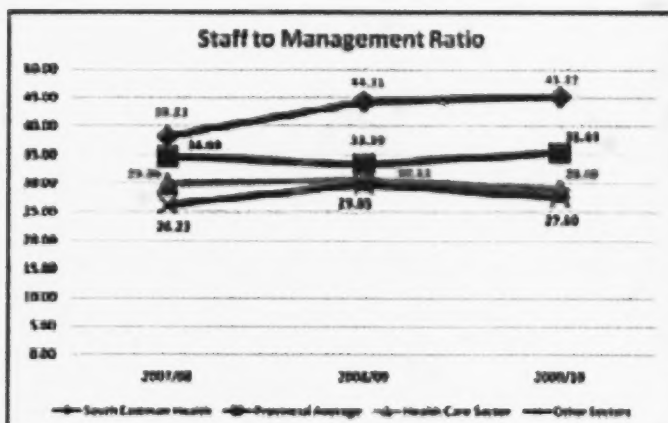
However, quality is more than meeting standards. Quality is the process of proactively addressing potential risks as well as looking for ways to improve patient safety and service delivery. Each program and facility has improvement goals and all employees are dedicated to quality improvement.

### HUMAN RESOURCES

The average age of our employees is between 40 and 45. 118 of 1459 employees are eligible for retirement. This potential for staff retirement could have a serious influence on our staffing patterns.

The rapid population growth in our region has fuelled the need to add more frontline staff. In fact, 94.6% of South Eastman Health/Santé Sud-Est employees are on the frontlines. As outlined in the graph below, the staff to management ratio is high in comparison to other sectors. This leads to a potential concern regarding the ability to effectively support and supervise staff.

The RHA has articulated a strategic action plan to address current challenges. The plan details actions focused on succession planning as well as the areas of recruitment, training and improved performance reviews.



### IT'S **SAFE** TO ASK ABOUT YOUR MEDICATIONS

For tips & a FREE Medication Card visit

[www.safetoask.ca](http://www.safetoask.ca)



MANITOBA INSTITUTE  
FOR PATIENT SAFETY

Everyone has questions about their health.  
You are not the only one  
who sometimes finds things confusing.  
Ask questions to understand how to get better  
and how to take care.



It's all about

## PATIENT SAFETY & SERVICE EXCELLENCE

Working with our staff, partners and community to achieve wellness & the best possible health for our community.

### PRIMARY HEALTH CARE

Primary health care is built on a team approach to provide care and work with the individual, family and/or community to achieve the best health possible. Nurse practitioners (NP) are a key part of the Niverville Primary Health Care Centre and the DeSalaberry District Health Centre teams. These NPs work collaboratively with physicians and other care providers in the region.

Building on the Primary Health Care Framework created in 2008, the Chronic Disease Management (CDM) team, (consisting of nurses, dietitians, and primary health care nurses) collaborated to address chronic conditions such as diabetes, hypertension, heart disease and respiratory illnesses. This team approach was also expanded to Clearspring Centre in Steinbach where the team is comprised of CDM nurses and dietitians, midwives, mental health staff and a physician. South Eastman Health/Santé Sud-Est has also identified the need for an integrated primary care centre in Steinbach, to increase patient access to care, help reduce inappropriate emergency room visits and help recruit physicians and other health professionals to the region.



### CONFIDENTIAL AND VOLUNTARY CRISIS SERVICE

A time of crisis can arise from any change in life. A person in crisis may experience any of these :

- Feelings of stress and being overwhelmed
- Fear and uncertainty
- Anger
- Loss of control
- Thoughts of suicide

If you are or someone close to you is experiencing any of the above, contact our  
**24/7 crisis line at 1-888-617-7715**

It's all about

## PATIENT SAFETY & SERVICE EXCELLENCE

Working with our staff, partners and community to achieve wellness & the best possible health for our community.

### ACUTE CARE SERVICES

Regional growth has fuelled the need for expansion of acute care services. The Bethesda Regional Health Centre Emergency Department redevelopment project is currently in the tendering process and we anticipate starting construction in the months to come. The Hôpital Ste-Anne Hospital Surgical Suite conversion project is underway. Ongoing challenges include sustaining service delivery in a complex construction zone, staying on time, and on budget!

The aging infrastructure of Bethesda Regional Health Centre continues to present challenges to the regional surgery program.

Acute care services have also been challenged with physician recruitment and retention. The addition of a physician recruitment officer has facilitated increased communication and support of physicians at all acute care sites.

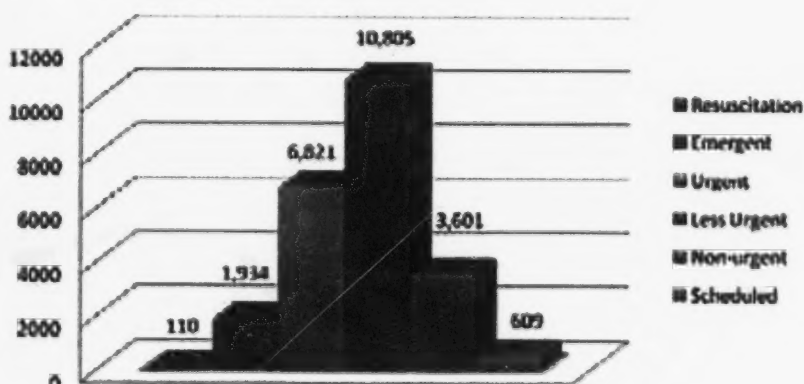
The region's increased births and the on-going health care needs (490 babies born in the region and 500 babies born in Winnipeg and elsewhere) taxed acute care resources in obstetrics and midwifery.


The RHA has been evaluating the introduction of epidural service to provide another option to mothers currently choosing to have their babies in other regions.



Utilization Statistics for Bethesda Hospital ER

April 1, 2010 - March 31, 2011





Healthy  
Careers  
Begin Here.

Ta carrière  
en santé, ici.

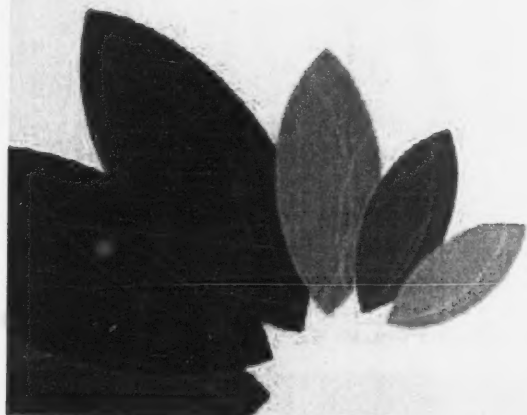
Que vous soyez en début de  
carrière, à l'affût d'une réorientation  
professionnelle, ou à quelques années  
de votre retraite, Santé Sud-Est est  
l'employeur idéal pour vous.

Appelez-nous ou envoyez-un  
courriel - vous vous en félicitez.

Whether you're starting your career,  
looking for a change, or winding into  
retirement, South Eastman Health is  
the right place for you.

Give us a call or send us an email -  
you won't regret it.

204-424-6045  
hr@sehealth.mb.ca  
sehealth.mb.ca





It's all about

# PERFORMANCE ACCOUNTABILITY

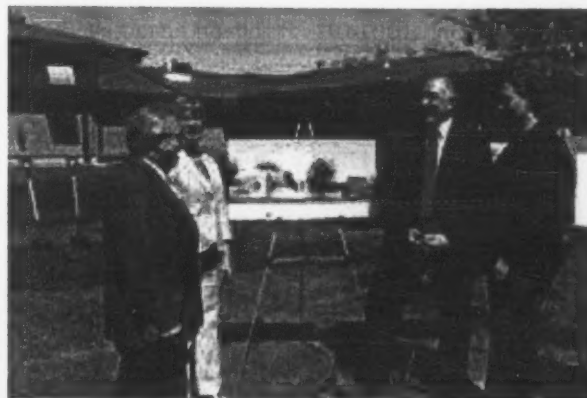
Providing a safe, responsive and sustainable health care environment through prudent stewardship of resources.

Government funding for 2010-2011 increased 3.91%: the lowest annual increase in the history of the RHA. This represented a budget shortfall of \$1.939 million that the RHA was able to mitigate through salary freezes, vacancy management (delaying the recruitment to some vacant staffing positions) as well as through funding cuts to supplies, equipment, professional fees, advertising, meeting costs and other discretionary expenditures. By the end of the fiscal year the RHA had reduced the shortfall to \$72,556 and this was covered by our reserve fund. The diligence and hard work of staff made this deficit mitigation strategy successful.

The region faces constrained funding for 2011-2012. Deficit mitigation strategies will be a significant challenge if required for another fiscal year. If vacancy management continues to be necessary, the increasing workload for staff could become unsustainable putting staff and patient safety at risk.

The region may be forced to operate a significant deficit for 2011-2012 in order to address volume pressures, as 2011-2012 funding has only provided a minimal increase. Fortunately, the anticipated deficit will be covered by South Eastman Health's accumulated reserve fund (presently at \$1.754 million). Should this deficit scenario be realized in 2011-2012, the region will need significant funding increases in 2012-2013 as the reserve fund will be exhausted. Executive Management and the Board continue to put our case before government and emphasize the significant and unique volume pressures within our region.

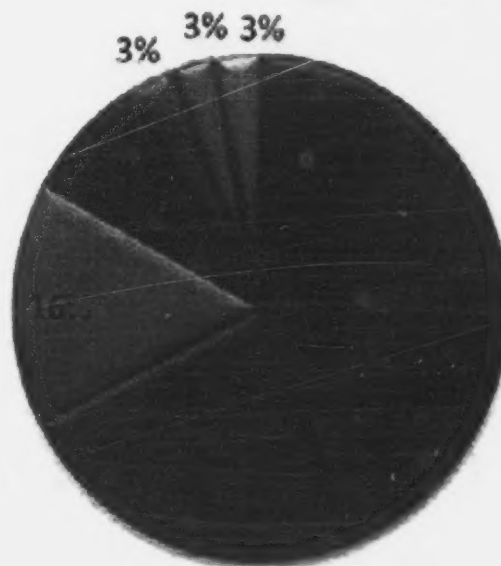
Complete financial statements and reports relative to the Public Disclosure Act are available on [sehealth.mb.ca](http://sehealth.mb.ca) or by calling 424-5880.



Sod-Turning for Hôpital Ste-Anne Hospital  
Redevelopment Project, June 2011

## *South Eastman Health/Santé Sud-Est Inc. Expenses by Sector as at March 31, 2011*

■ Acute Care (\$42,632,000)	■ Long Term Care (\$22,373,000)
■ Home Care (\$14,942,000)	■ Community Health (\$7,872,000)
■ Mental Health (\$2,985,000)	■ Central Services (2,608,000)
■ Capital Costs (\$2,954,000)	



It's all about

# PERFORMANCE ACCOUNTABILITY

Providing a safe, responsive and sustainable health care environment through prudent stewardship of resources.

## 2010-2011 FUNDING ANNOUNCEMENTS

- Additional Nursing positions at Bethesda ER and Hôpital Ste-Anne Hospital
- \$20,000 from Bethesda Foundation's Golf tournament for obstetrics equipment
- \$20,000 from Bethesda Auxillary for a bladder scanner
- Hike for Hospice raises funds for the renovation of the DeSalaberry palliative care suite
- Funding for Chronic Disease Prevention Initiative
- \$275,000 from Manitoba Health for specialized equipment
- \$67,000 from Vita Foundation for blanket warmers, special mattresses, upgrade to nursing desk and renovations in the resident lounge area
- \$16,100 from Vita Hospital Guild for the PCH upgrades
- \$1,452,000 from Manitoba Health for new EMS staff quarters in Vita, new elevator for Rest Haven PCH, completion of the floor and painting project at Vita, electrical upgrade at Menno Home, and completion of the pharmacy upgrade at Bethesda Hospital
- \$122,000 from Manitoba Health small projects funding for telephone replacement in Vita and Ste-Anne
- New ambulances for St. Pierre, Ste-Anne and Steinbach

South Eastman Health/Santé Sud-Est is proud to report that under the **Public Interest Disclosure (Whistleblower Protection) Act** which gives employees a clear process for disclosing concerns about wrongdoing in the Manitoba public service and strengthens protection from reprisal, no reports were made in 2010-2011. The Act builds on safeguards under other statutes such as collective bargaining rights, policies, practices and processes in the Manitoba public sector.

Regional Health Authorities are required to provide public reports on administrative costs. These are to be reported in three categories: Patient Safety, Human Resources & Recruitment and Corporate & Support Services.

Type of Administrative Cost	2010-2011 Costs	% of Total Operating Expense	
		2010-2011	2009-2010
<b>Patient Safety, Quality &amp; Risk Management</b> infection control, patient relations, quality assurance, accreditation, cancer standards and guidelines, and bed utilization management	284,580	0.35%	0.30%
<b>Human Resources &amp; Recruitment</b> recruitment and retention, labour relations, personnel records, employee benefits, payroll, health & assistance programs, and occupational health & safety	808,566	1.24%	1.07%
<b>Corporate &amp; Support Services</b> general administration (executive offices, board of directors, medical directors, administrator of acute, long term and community care, public relations, planning & development, community health assessment, risk management, internal audit), finance (general accounting, accounts receivable, accounts payable and budget control) and communications (telecommunications, visitor information and mail service)	4,002,833	4.66%	4.92%
<b>Total Administrative Cost</b>	<b>5,095,979</b>	<b>6.25%</b>	<b>6.29%</b>



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www.bdo.ca

BDO Canada LLP/s.r.l.  
700 - 200 Graham Avenue  
Winnipeg MB R3C 4L5 Canada

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## Report of the Independent Auditor on the Condensed Financial Statements

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To the Board of Directors of SOUTH EASTMAN HEALTH/SANTÉ SUD-EST INC.:

The accompanying condensed financial statements, which comprise the statement of financial position as at March 31, 2011, and the statement of operations for the year then ended, is derived from the audited consolidated financial statements of SOUTH EASTMAN HEALTH/SANTÉ SUD-EST INC. for the year ended March 31, 2011. We expressed an unmodified audit opinion on those financial statements in our report dated June 22, 2011.

The summary financial statement does not contain all the statements and disclosures required by Canadian generally accepted accounting principles. Reading the condensed financial statements, therefore, is not a substitute for reading the audited consolidated financial statements of the Health Authority.

### Management's Responsibility for the Summary Financial Statement

Management is responsible for the preparation of a summary of the audited financial statements on the basis described in Note 1.

### Auditor's Responsibility

Our responsibility is to express an opinion on the condensed financial statements based on our procedures, which were conducted in accordance with Canadian Audit Standard (CAS) 810, 'Engagements to Report on Summary Financial Statements'.

### Opinion

In our opinion, the condensed financial statements derived from the audited consolidated financial statements of SOUTH EASTMAN HEALTH/SANTÉ SUD-EST INC. for the year ended March 31, 2011 is a fair summary of the financial statements, on the basis described in Note 1.

*BDO Canada*

### Chartered Accountants

Winnipeg, Manitoba  
June 22, 2011

BDO Canada LLP, a Canadian limited liability partnership, is a member of BDO International Limited, a UK company limited by guarantee, and forms part of the international BDO network of independent member firms.

BDO Canada s.r.l., une société canadienne à responsabilité limitée, est membre de BDO International Limited, société de droit anglais, et fait partie du réseau international de sociétés membres indépendantes BDO.

It's all about

# PERFORMANCE ACCOUNTABILITY

Providing a safe, responsive and sustainable health care environment through prudent stewardship of resources.

## SOUTH EASTMAN HEALTH/SANTÉ SUD-EST INC. Condensed Statement of Financial Position

March 31			2011	2010
	Regional Health Authority	Contract Facilities	Consolidated	Consolidated
<b>Assets</b>				
<b>Current Assets</b>				
Cash	\$ 6,311,189	\$ 550,007	\$ 6,861,196	\$ 8,035,283
Accounts receivable	1,289,875	86,644	1,376,519	1,626,637
Due from Manitoba Health	1,639,725	16,048	1,655,773	83,145
Inventories	1,537,695	91,592	1,629,287	1,583,720
Prepaid expense	695,803	27,304	723,107	484,851
Vacation entitlements receivable	2,165,279	488,270	2,653,549	2,653,549
	13,639,566	1,259,865	14,899,431	14,467,185
Retirement obligations receivable	1,898,575	458,577	2,357,152	2,357,152
Restricted assets	94,093	-	94,093	105,482
Capital assets	43,265,632	11,202,035	54,467,667	52,838,288
	\$58,897,866	\$12,920,477	\$71,818,343	\$69,768,107
<b>Liabilities and Net Assets</b>				
<b>Current Liabilities</b>				
Bank indebtedness	\$ -	\$ 23,850	\$ 23,850	\$ 33,947
Accounts payable and accrued liabilities	5,214,817	522,475	5,737,292	4,868,911
Accrued vacation entitlements	3,435,706	735,226	4,170,932	4,368,442
Due to contract facilities (from Health Authority)	425,291	(425,291)	-	-
Due to Manitoba Health				
Unearned revenue	198,268	9,548	207,816	500,662
	9,274,082	865,808	10,139,890	9,771,962
Accrued retirement obligations	4,082,114	773,841	4,855,955	4,622,785
<b>Deferred Contributions</b>				
Expenses of future periods	427,287	302,889	730,176	887,870
Capital assets	42,737,383	10,962,196	53,699,579	52,070,200
	43,164,670	11,265,085	54,429,755	52,958,070
<b>Commitments and contingencies</b>				
<b>Net Assets</b>				
Investment in capital assets	528,249	239,839	768,088	768,088
Externally restricted - Contract Facilities	-	(224,096)	(224,096)	(285,494)
Externally restricted	94,093	-	94,093	105,482
Unrestricted	1,754,658	-	1,754,658	1,827,214
	2,377,000	15,743	2,392,743	2,415,290
	\$58,897,866	\$12,920,477	\$71,818,343	\$69,768,107



It's all about

# PERFORMANCE ACCOUNTABILITY

Providing a safe, responsive and sustainable health care environment through prudent stewardship of resources.

## SOUTH EASTMAN HEALTH/SANTÉ SUD-EST INC. Condensed Statement of Operations

For the year ended March 31

2011

2010

	Regional Health Authority	Contract Facilities	Consolidated	Consolidated
<b>Revenue</b>				
Province of Manitoba Health	\$75,027,742	\$ 9,667,145	\$84,694,887	\$81,508,303
Other	1,319,369	-	1,319,369	1,130,315
Government of Canada	-	77,562	77,562	77,562
Non-insured income	3,072,715	2,263,943	5,336,658	5,241,474
Other income and recovered services	1,544,597	429,741	1,974,338	505,788
Amortization of deferred contributions	2,457,239	497,300	2,954,539	2,671,133
	<b>83,421,662</b>	<b>12,935,691</b>	<b>96,357,353</b>	<b>91,134,575</b>
<b>Expenditures</b>				
Acute care services	28,193,191	-	28,193,191	26,071,086
Long-term care services	9,996,096	12,376,993	22,373,089	22,012,035
Community based home care services	14,942,762	-	14,942,762	14,178,780
Community based health services	7,872,382	-	7,872,382	6,452,248
Medical remuneration	6,289,294	-	6,289,294	5,814,826
Diagnostic services	4,080,293	-	4,080,293	3,861,558
Emergency Medical Services	4,069,321	-	4,069,321	3,632,793
Community based mental health services	2,985,572	-	2,985,572	2,995,034
Amortization of capital assets	2,457,239	497,300	2,954,539	2,671,133
Regional Health Authority costs	2,608,068	-	2,608,068	1,952,830
	<b>83,494,218</b>	<b>12,874,293</b>	<b>96,368,511</b>	<b>89,642,323</b>
<b>Excess (deficiency) of revenue over expenditures for the year</b>	<b>\$ (72,556)</b>	<b>\$ 61,398</b>	<b>\$ (11,158)</b>	<b>\$ 1,492,252</b>
<b>Allocated as follows</b>				
Externally restricted	\$ -	\$ 61,398	\$ 61,398	\$ (63,912)
Unrestricted	(72,556)	-	(72,556)	1,556,164
	<b>\$ (72,556)</b>	<b>\$ 61,398</b>	<b>\$ (11,158)</b>	<b>\$ 1,492,252</b>

### Note 1

Management is responsible for the preparation of the condensed financial statements. The statements presented include only the condensed statement of financial position and the condensed statement of operations. They do not include the consolidated statement of changes in net assets, the consolidated statement of cash flows, the significant accounting policies and notes to the consolidated financial statements.

Copies of the March 31, 2011 audited financial statements are available by contacting South Eastman Health/Santé Sud-Est Inc.

## It's all about **OUR MISSION**

To pursue wellness and the best possible health by providing services supported by evidence based decision making.

South Eastman Health/Santé Sud-Est's second five year Strategic Plan, ending in March 2011, identified twelve priorities to be addressed over the five-year span from 2006 to 2011.

The 5 Year Strategic Plan 2011-2016 is available on [sehealth.mb.ca](http://sehealth.mb.ca) or by calling 424-5880.

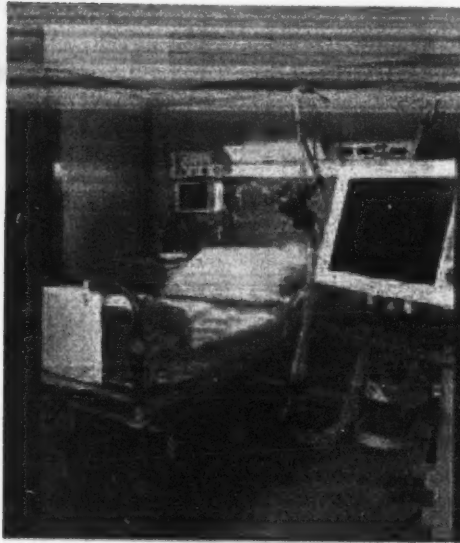
The RHA has developed the next Strategic Plan. Based on the accumulated body of evidence, the Board has identified five strategic priorities for 2011-2016:

Strengthening regional primary health services
Enhancing regional mental health services
Fostering greater individual ownership and responsibility for health
Addressing the expanding health needs of the region's aging population
Achieving more equitable health service delivery across regional populations

In addition, the RHA Board has defined five evidence-based strategic themes that will guide all health services designed to meet the region's five strategic priorities. These themes demonstrate a commitment to quality improvement and service efficiency.

<b>PATIENT SAFETY</b>	Continuing focus on patient safety
<b>QUALITY</b>	Continuing focus on quality
<b>POPULATION GROWTH</b>	Addressing the impacts of regional population growth
<b>COMMUNICATIONS</b>	Strengthening communications among service providers and with the community
<b>RECRUITMENT &amp; RETENTION</b>	Focusing on the recruitment and retention of health care professionals





**The ER is the best place to be  
in an emergency.**

For routine or non-urgent care,  
there may be better choices.

The ER team always treats life-threatening emergencies first. This means that visitors with minor injuries or illnesses may have to wait. This guide will help you to decide on the best health care option for you and your loved ones.

## EMERGENCY ROOM VISITOR'S GUIDE

### ER Priority Assessment

#### EMERGENCY

Heart Attack \* Major Trauma \*  
Severe Head Injury \* Amputation \*  
Severe Difficulty Breathing Loss of  
Consciousness \* Severe Bleeding

#### URGENT

Head Injury (Conscious) \* Deep cut \*  
Foreign body in eyes or ears \* High fever  
in an infant or toddler \* Chest Pain (not  
related to a known heart problem) \*  
Signs of serious infection

#### LESS URGENT

Possible fracture, sprain \* Back Pain \*  
Skin wound, infection \* Headaches,  
migraines

#### NON-URGENT

Colds \* Minor cuts \* Ears \* Sore throats \*  
Sinus problems

### How long will I wait?

Patients are seen by a doctor in order of need, not time of arrival. Even if the waiting room appears empty, you may still have to wait as physicians and staff may be attending to critical patients behind the scenes. Arriving in an ambulance does not always mean you will be seen sooner than other patients.

How long you wait will depend on:

- How urgently you need care;
- How urgently others need care;
- How busy the emergency room is when you arrive.

### Are there other choices?

Contact Health Links / Info Santé for answers to questions about common health concerns. This telephone health information service is staffed 24 hours a day, 7 days a week, by knowledgeable, experienced nurses, and is free of charge everywhere in Manitoba. Call 1-888-315-9257. If you decide to leave the ER, please inform the reception desk.

### What else can I do?

Ask your family doctor for their regular office hours and after hours availability.

Ensure you and your family have enough prescribed medication over holidays and weekends.

If you have a chronic illness, keep your regular appointments with your doctor. Be sure you understand your doctor's advice and ask what changes in your condition could require medical attention.



**South Eastman Health  
Santé Sud-Est**

Partnering with you  
En partenariat avec vous

**If you know it's an emergency or  
an urgent problem, call 911.**

911 EMERGENCY CARE - THERE WHEN YOU NEED IT.

SEHEALTH.MB.CA

It's all about

# INFORMATION

Where to go for health information. Where to get services.

## GENERAL INFORMATION

424-5880

corp@sehealth.mb.ca  
sehealth.mb.ca

## HOSPITALS

Bethesda Regional Health Centre	326-6411
Centre medico-social De Salaberry	
District Health Centre	433-7611
Hôpital Ste-Anne Hospital	422-8837
Vita & District Health Centre	425-3804

## PRIMARY HEALTH CARE CENTRES

East Borderland (Sprague)	437-3015
Niverville	388-2030

## COMMUNITY HEALTH RESOURCE CENTRES

Centre de bien être communautaire- La Broquerie	424-5575
Centre de bien être communautaire - Ste-Agathe	882-2827
Health Corner/Coin Santé - St. Pierre	433-7611
Health Corner/Coin Santé - Lorette	878-9752
Health Corner - East Borderland	437-7216

## COMMUNITY SERVICE OFFICES

Dominion City	427-3460
St. Adolphe	883-2243
Ste. Anne	422-8817
St. Pierre Jolys	433-7636
South Eastman Health Centre	
Clearspring (Steinbach)	326-7569
South Eastman Health Centre - Lorette	878-9752
Steinbach Community Services	346-6123
Vita	425-3859

## PROGRAM INFORMATION AND SERVICES

Billing/ Accounts Payable	424-5880
Chronic Disease Management Team	388-2042(7065)
Community Cancer Care	346-5160
Construction & Energy Mgmt	326-6411(2166)
Emergency Medical Services (EMS)	346-7028
Emergency Response	911
Home Care	346-6122
Jobs Opportunities	424-6045
Mental Health Community Program	346-7034
Crisis Line	326-9276
Toll Free	1-888-617-7715
Midwifery	433-7198
Palliative Care	346-7064 or 433-7636
Public Health	346-6145
Services to Seniors	388-2043



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